



DHS/DFCS – Business Analyst

Job Number:
00060908

Job Posting: January 10, 2017

Closing Date: Until Filled

Primary Location: Atlanta GA – Fulton Co.

Number of Openings: 2

Job: Social Services

Shift: Day Job

SALARY: Pay Grade: L

Salary Range: \$40,982.94 - \$58,547.06

(Salary Commensurate with Experience)

Current Georgia state government employees will be subject to State Personnel Board rule provisions.

The Georgia Division of Family and Children Services (DFCS), a division of the Georgia Department of Human Services, investigates reports of child abuse; finds foster and adoptive homes for abused and neglected children; issues SNAP, Medicaid, TANF and childcare assistance to low-income families; helps out-of-work parents get back on their feet; and provides numerous support services and innovative programs to help families in need.

DFCS is working to implement significant child welfare reform through the Blueprint for Change plan, which is the Division's roadmap to improving the lives of the children and families we serve. It is about strong practice, a committed workforce and the authentic internal and external engagement with our staff and the community. The Blueprint for Change has three pillars:

- Practice Model: Adoption of a practice model that will serve as the foundation to keep kids safe and strengthen families; and inclusion of guiding principles, vision and mission statement.
- Robust Workforce Development: Increased staffing and expertise for Child Welfare and Family Independence; research-based caseload ratios; mentoring for supervisors; improved compensation based on proven competency; and development of a career path.
- Constituent Engagement: Creation of advisory boards at state, regional and local levels; organized "roadshows" to engage the public, local stakeholders and media; and build consensus and collaboration among partners, staff, and stakeholders.

DFCS is seeking candidates for the position of **Business Analyst**. This position reports to the DFCS, Manager. This position will be based in Atlanta, Georgia, Fulton County. This position analyzes customer business needs and participates in the planning, design, implementation and deployment stages of new or enhanced systems and supports the user community in the use of functional business tools and support systems. The successful candidate will be motivated and passionate about changing the lives of children and families, brings a deep knowledge of child welfare and foster care placement services from a public/private perspective. The incumbent will be able to work in partnership with stakeholders to achieve the mission, vision and Blueprint for Change of the Division.

Job Summary & Responsibilities:

Under general supervision, the **Business Analyst** will:

- Analyze business requirements and proposes effective and user friendly solutions to business stakeholders in the Project Management Office.
- Improve the overall efficiency of the programs and services offered by the Division to all external and internal constituents.
- Assist in the development phase and serves as a strong liaison between development team and business stakeholders.
- Consult with vendors to ensure functionality of regulations and best practice standards; ensures that users adhere to relevant laws, regulations and best practice standards.
- Develop change management strategies to implement the Governor's reform for DFCS
- Document business processes for users.
- Research and analyzes system/user problems by applying a variety of analytical and research techniques.
- Perform other professional responsibilities as assigned by supervisor.

Core Competencies:

- Ability to handle change management for new requirements.
- Ability to work effectively with a diverse project team in a highly visible, fast paced and changing project environment with aggressive timelines.
- Ability to work effectively with personnel at multiple levels of the organization.
- Ability to work effectively as a dedicated team member; ability to effectively and accurately communicate with other team members.
- Ability to effectively manage and complete multiple tasks simultaneously.
- Strong analytical skills.
- Demonstrated performance as a self-motivated and goal-oriented professional who is able to work with minimal supervision, exercise good judgment and keep critical systems operational.
- Excellent oral, written, presentation and interpersonal communication skills.

DHS provides services to ensure the health and welfare of all Georgians. In the event of an emergency, any employee may be required to assist in meeting the emergency responsibilities of the department.

Qualifications:

- Bachelor's degree in business or related field from an accredited college or university **and** Four (4) years of experience related to area of assignment.

Preferred Qualifications:

Preference will be given to candidates who, in addition to meeting the minimum qualifications, demonstrate some or all of the following skills/experience:

- Experience implementing business analysis techniques.
- Experience with various project life cycles and methodologies.
- Experience executing project life cycle from end to end and involvement in all phases of project life cycle.
- Experience with Use Case Modeling [e.g., Unified Modeling Language (UML), Specifications, Packages, and Diagrams].
- Experience facilitating user requirements sessions.
- Experience conducting Joint Application Development (JAD) sessions.
- Experience developing User Acceptance Testing (UAT) test scripts and supporting the business in conducting UAT.

- Demonstrated ability in the use of any Business Project Management (BPM) tools.
- Experience documenting Business Requirement Documents (BRDs), Functional Requirements Documents (FRDs) and Traceability.
- Matrices.
- Experience facilitating and leading meetings with senior level executives in an organization.
- Experience as a lead worker, associate business analyst or equivalent in a human service related program.
- Executing managing budgets for multiple programs with multiple and complex fund sources and funding mechanisms.
- Experience advising senior management in areas of budget, cost reductions, streamlining financial processes and making formal financial presentations.
- Extensive knowledge of policies and procedures relative to state government and personnel.
- Excellent analytical skills.
- Excellent oral, written, presentation and interpersonal communication skills.

Note: An equivalent combination of education and job specific experience that provided the knowledge, experience and competencies required to successfully perform the job at the level listed may be substituted on a year-over-year basis.

Benefits:

In addition to a competitive salary, DHS offers a generous benefits package, which includes employee retirement plan; paid holidays annually; vacation and sick leave; health, dental, vision, legal, disability, accidental death and dismemberment, health and child care spending account.

Visit <http://team.georgia.gov/> for more information.

GEORGIA ON MY MIND: It Doesn't Get Any Better Than This!

Georgians enjoy a quality of life that would be hard to find in any area across the nation. Lower taxes and a lower cost of living enable you to do more with the money you make and maintain a higher standard of living.

Within Georgia you will find an unlimited supply of recreational and cultural opportunities. Enjoy boating, camping, fishing, golf, hiking, picnicking, swimming, tennis or just relaxing against Georgia's many scenic backdrops. Georgia is a 57,906 square-mile playground filled with natural beauty and immaculate resources. From the mountains to the coast from ballet to baseball, Georgia offers you a livability and quality of life that can help you achieve your dreams.

You're Really Going to Like Metro Atlanta

As the capital of Georgia, metro Atlanta, the ninth largest US population center has approximately 5.3 million residents. It is uniquely positioned to provide the best of everything. From its diverse economy, global access, abundant talent, and low costs of business and lifestyle, metro Atlanta is a great place to call "home." Residents have easy access to arts, culture, sports, world class shopping and nightlife. Atlantans experience all four seasons, with mild winters that rarely require a snow shovel. Yes, Atlanta is a great place to work and live!!!

www.metroatlantachamber.com

Criminal Background Checks/Applicant Privacy Rights

All applicants may be subject to a drug screen and may be required to submit fingerprints to check for the existence of criminal history information through the Georgia Bureau of Investigation and the Federal Bureau of Investigation. Applicants have the right to challenge the contents of any criminal history record obtained for the purpose of employment with DHS. For an explanation of these rights, please read, "Applicant Privacy Rights" at:

http://gbi.georgia.gov/sites/gbi.georgia.gov/files/related_files/document/ApplicantPrivacyRights.pdf

Due to the volume of applications received, we are unable to provide information on application status by phone or e-mail. All qualified applicants will be considered, but may not necessarily receive an interview. Selected applicants will be contacted by the hiring agency for next steps in the selection process. Applicants who are not selected will not receive notification. Former DHS employees must be eligible for rehire in order to be considered for the position.

This position is subject to close at any time once a satisfactory applicant pool has been identified.

[The Georgia Department of Human Services](#) (DHS) provides a wide range of human services designed to promote self-sufficiency, safety and well-being for all Georgians. The department is one of the largest agencies in state government with an annual budget of \$1.8 billion and nearly 9,000 employees. DHS is comprised of three Divisions: the [Division of Aging Services](#), the [Division of Child Support Services](#), and the [Division of Family and Children Services](#).